TENNEY SERVICE

G.E. Test.

OCTOBER, 1920

Office, Sub-Station, Etc., Rockland Light & Power Company, Spring Valley, N. Y.

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TENNEY SERVICE

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CONTENTS

PAGE

Field Day—Springfield Gas Light Company..... 305-308

Chinese Coal Coming to Europe..... 308

Gas Oil..... 309-310

Construction Work—Salem Electric Lighting Company..... 311-313

Field Day—The Bristol & Plainville Tramway Company..... 314-316

Worcester Benches..... 317-319

The Good Will Value of an Efficient Accounting Organization.. 320-325

Our Kindergarten..... 322-323

Tenney Service Activities in the National Electric Light Association 326-329

Appliance Sales Comparisons..... 330

Tenneygrams 331-340

FIELD DAY—SPRINGFIELD GAS LIGHT COMPANY

By Carl M. Walker

Unlike many concerns, the Springfield Gas Company keeps open house all day and all night, every day and every night its wheels of production never stop. It therefore happened that when plans were drawn for our Annual Field Day, it was found necessary to run the big event in two sections and serve two "Bakes," one in the morning consisting of the men of the middle and night shifts and the other in the afternoon consisting of the remainder of our payrolls. Thus the plant was covered and yet all of the employes were given opportunity to enjoy the festivities. Promptly at 9:30 on Thursday morning, September 9th, the good ship "Emilie S" with Capt. Burgi at the helm "set sail" for our private grove down the river.

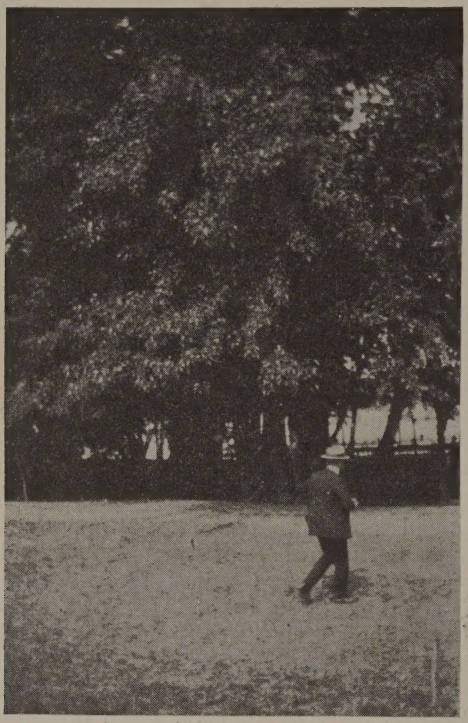
This grove had been cleaned and graded as by the hand of a landscape gardner and whereas it was a cocoon ugly, it had become a butterfly beautiful. A metamorphosis had taken place and we beheld a spacious grove with a soft dirt floor and all the furnishings necessary for the cooking and serving of the "Bake." Parallel with the river were long tables whereon were set the tempting viands and the sparkling steins. These last named spirits weren't sufficient apparently, to put us in best of spirits, so we had an orchestra to do that.

The boys who formed the first contingent had their "eats" and sports and returned at noon.

The big ship had no sooner emptied itself of these passengers, when immedi-

Eating the Chow

ately and in fact almost simultaneously with its emptying, it began to refill with the eager and hungry second contingent.



Col. Tenney Returning to the Grove for More Eats

The first thing that most of us did on alighting was to seek out the Commissary Committee and appropriate some sandwiches and hot coffee or cold bottled drinks. And no stock orders were necessary either! This lunch quieted that gnawing sensation and thus helped to tide

Miss Shea Ready for the Egg Race

(and at a low at that) us over until the time for the real chow.

Miss Newton Wins the Egg Race

The Entertainment Committee was aflame with despatch and kept things moving all the while.

Interest mounted high over the Tug of War contests, especially with the morning

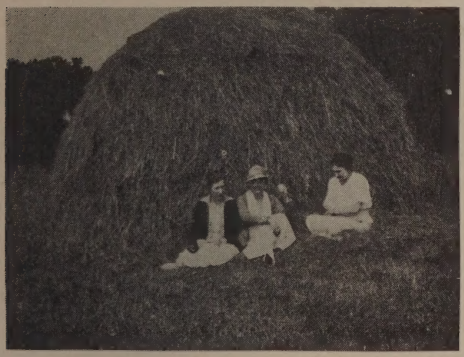
First on the Bleachers Ready for the Ball Game

Ladies' Tug-of-War

bunch. It is reported that the losers have challenged the winners to try conclusions a second time.

THREE OLD STAND-BYS—MESSRS. PATTEN, BLISS AND TUTTLE

O'Brien won the fifty-yard dash. The balancing of an egg on a spoon

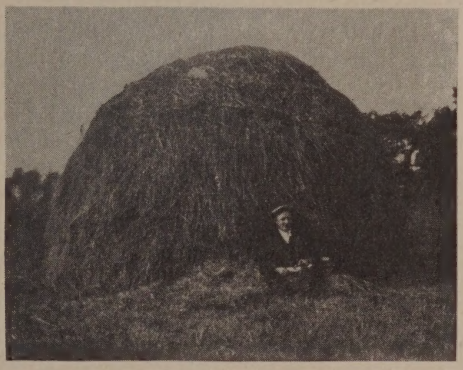


MISSES QUIGLEY, MISTERLY AND MRS. MOONEY AT REST

held in one's mouth while walking is quite a stunt, in fact that's "eggsactly" what it is. Miss Newton handled or rather "mouthed" her spoon with such perfect poise that she won the prize.

M. Stevens made his mark in the Shot Put and Trepanier took the honor in the Running Broad. Y. Frechette showed his fellow contestants how to drive nails and easily disposed of his quota in the shortest time. He should have won because he "drives" now and then.

A GROUP "AFT" ON WAY TO GROVE



JOHN HUDSON, SUPPLIED WITH FOOD, WATCHING THE BALL GAME

The three-legged race for ladies taught us all a practical lesson in applied cooperation. Misses Quigley and A. Walsh knew this lesson apparently and by concerted action won the event.

The girls in the Tug of War found quite a difference between having a lot of push and having a good hard pull. Miss Kilner's team had the more pull, and Miss Johnson's side thought "what's the use of push and pluck when the other side has the pull and luck."

READY FOR CHOW

After this came the dinner, the big feature of the day! Clams, white and sweet potatoes, corn-on-cob, chicken, lobsters, salad, watermelon, beer, cold drinks and hot coffee, all well cooked and

well served. We ate with a real relish.

And what shall be said of the Base Ball Game? The Benedicts should have won and next time they will of course.

We were honored by the presence of our President, Col. Tenney and General Bliss. Some have asked how the latter could have the heart to accept of our festivities, umpire our game and then forsooth, the very next day conduct an inspection tour through our plant!

The ball game was the grand finale and after that all went for home or at least back to the city.

Many were the compliments poured on the committees and officials who planned and executed such a splendid outing and bake.

Ladies' Tug-of-War

CHINESE COAL COMING TO EUROPE

The Resources of China

From *"The Gas World,"* Contributed by Colonel Charles H. Tenney

An announcement made by the Coal Association says: "The order given by the Danish State railways for 10,000 tons of coal from China, together with the recent announcement of the forthcoming delivery of 100,000 tons of Chinese coal to Marseilles, marks the opening of a fresh epoch in the history of the coal industry of the world. Whilst in other countries the annual production has very seriously fallen since 1913, in China, despite civil war and other dissensions, output is steadily growing. Not only is China able to meet her own demands, totalling about 20 million tons, but she is now able to supply other countries with the needful fuel. The reduced English output has given her her chance, and markets once sacred to the English exporter have been thus thrown open to the Oriental. Few people realize the enormous extent of the mineral resources of the Celestial Empire. The total probable reserve of China has been estimated at 995,587,000,000 tons, whereas, the figure for the whole of Europe is some 200,000 million tons less, and the English figure stands at 189,533,000,000 tons. This estimate of the coal wealth of China may be considered a very conservative one, and the total reserves have indeed been placed as high as 1,500,000,000,000 tons, or very nearly sufficient to supply the whole world's demands of coal for over a thousand years."

"PASSING SMILES"

By Kathryn G. Robinson, Suburban Gas & Electric Company.

When things go wrong, and the skies look dark and gray,
It's awful nice to have a smile thrown in your way:
For it makes the dark clouds scatter, and the golden sunlight shine.
Just try it out—all by yourself—when you're feeling blue sometime.
If you see some poor old fellow with a tired, worried face,
Just give him a smile—to take that worried place,
And you'll see his strained eyes sparkle, and he'll cast a smile on you—
Oh, it's wonderful what one little smile can do!
And if you find he cannot smile—just help him till he can,
Give him a smile, and lend him a helping hand,
And you'll find he'll soon be smiling, a bright light on his face,
And he'll pass that little smile on, 'til there's sunshine all over the place.
Then the world will seem rosy and bright indeed,
For you've made him smile, that friend in need.
So through tears of happiness let him smile,
Then you'll see the rain-clouds burst in a while,
And a rainbow will glitter o'er the Heavens so blue:
By passing a smile—that rainbow is you.

GAS OIL

By C. E. Paige, Manager Worcester Gas Light Company

Note—This article is not written for experts, or for those who know most about oil, but rather for the information of those who know nothing about the subject and who, like myself would like to learn.

Yesterday, a Baltimore gas man came in. He said they were using very heavy oil, in fact 12° gravity. One of the men complained that he was crossing the yard in the dark and stumbled against a pile of it.

Why does Baltimore have to use such heavy oil? Why does anybody? It is because Baltimore and the rest of us have run up against a situation which threatens "the balance of Nature."

The story is a good one, and becomes more interesting with closer study.

The adventure of raw materials would make reading as interesting as fiction, the story of gas oil is thrilling.

Just as in the case of any base commodity, the oil situation is of some concern to every one. The loss of it would not only remove much of your luxury but would menace your necessities.

It may be the base of your fuel and lighting supply, it may be your motive power, it may be the lubricant which makes possible an automobile, trolley car or washing machine, it may even provide hermetic sealing for fruit jars.

There are many, many kinds of oils made from various materials, oil of cloves, oil of turpentine. These are synthetic; in a sense artificial.

The oil which more particularly interests us is the natural oil so amply provided by Nature and so prodigally wasted by Man.

It is best known as Petroleum.

It may exist in crude form or one of its multitude of refined products.

We are concerned with only the larger and simpler fractions.

While the existence of petroleum, and indeed some of its possibilities, has been known for many years, it is only quite recently that its use has developed so rapidly that the exhaustion of Nature's tremendous stores has been a matter of concern.

The United States Bureau of Mines estimates that the supply in this country will be used up in about twenty-five years.

True, there are other sources of supply, Mexico, being perhaps the best known here, but Mexican oil is quite a different material from our own, and moreover, a continued increase, in the same ratio, produced by the developments of the last ten years, suggests that even these great resources cannot last indefinitely.

Further, with foreign Countries, especially England acquiring oil properties all over the world, it is evident that with our diminishing supply, we will be subject to the inconveniences of import and the dictation of those countries who posess so valuable a material.

Much might be written of the economic influence on the future, exercised by this liquid fuel.

But our problem is a more immediate one. It is with us to-day. In fact, during last year more oil was used than was produced and imported.

Gasoline, kerosene, gas and fuel oil, and lubricating oils are the main products distilled from petroleum.

The proportions of these products vary with the source of the crude material.

So-called Northern oil has a paraffin base, Southern and Mexican oils have asphaltic bases.

These are important factors in the problems to be met in refinement and use.

In 1916 the United States produced 288 million barrels of crude oil. These figures increased in 1919 to 377 million barrels and the estimated production for 1920 is 410 million barrels. (A. G. I. Bulletin).

From crude oil in all the production of

the United States the refineries average to produce—

Gasoline	23.2%
Kerosene	13.5
Gas. & Fuel Oil	44.6
Lubricating Oil	5.
Miscel. Oil	7.5
Loss	3.9
Wax—Coke—Asphalt	2.3
	100.0%

These products are named in the order in which they are distilled from the crudes.

There is a wide variation in the oils from the different parts of the country. The following table shows the relative outputs of certain products per gallon of Kerosene recovered—

Source	Kerosene	Gasoline	Fuel or Gas Oil	Lub. Oil
Atlantic Coast	1.	1.11	1.74	.40
Pennsylvania	1.	1.41	.88	.95
Indiana-Illinois	1.	2.64	2.21	.47
Oklahoma-Kansas	1.	2.24	3.20	.23
Texas-Louisiana	1.	1.41	3.39	.21
Colorado-Wyoming	1.	3.61	4.24	.05
California	1.	2.05	11.28	.33

(Above data quoted from Scientific American 7-3-20)

It has been found that by distilling crude oil under pressure a considerable increase in the gasoline fraction can be accomplished.

The country needs gasoline for motor vehicles, tractors, irrigating machinery, etc. The demand has increased enormously since 1910.

In 1919 there were 7,500,000 motor vehicles in use, and manufacturers expect to add 1,500,000 to this number in 1920. (Estimate of Bureau of Mines)

In the Far West—California, Washington, Oregon, Nevada and Arizona—there were 239,000 motor vehicles and 3000 tractors. To-day there are 780,000 motor vehicles and at least 25,000 tractors. The State of California has some 450,000 registrations and the California Motor Vehicle Department has already ordered 550,000 number plates for next year's requirements. (Standard Oil Co. Bulletin).

The production for the last three years' follows—

Year	Gasoline	Kerosene	Gas and Fuel Oil	Lub. Oil
1917	67,900	41,200	155,000	17,950
1918	85,000	43,500	174,300	20,030
1919	94,200	55,750	181,600	20,170

N. B.—Figures are in thousands of barrels.

With the improved processes of gasoline extraction, the quality has been reduced somewhat and the kerosene fraction has been robbed to get the increased volume of gasoline.

Conversely to maintain a high quantity production of kerosene the next lower fraction is stripped somewhat. This process finally results in a distinctly poorer quality of gas and fuel oil.

As demands for the lighter products increase, the likelihood of a return to the excellent quality of gas oil produced, even a short time ago, is more remote.

Although there are thousands more wells now than formerly the production per well has fallen off greatly.

These facts are quoted to show that gas companies are to meet a real and definite shortage in gas oil, and such quantities as are procurable will be of distinctly inferior quality.

At the moment the most promising source of additional oil is from the tremendous shale deposits of the West. It will take time and capital to develop these.

Gas Companies in making plans for enlarging plant capacities must consider this question of future supply.

For immediate needs some experience has already been gathered. Service Letter No. 8 issued by the American Gas Association offers timely advice in the matter.

CONSTRUCTION WORK AT THE PLANT OF THE SALEM ELECTRIC LIGHTING COMPANY

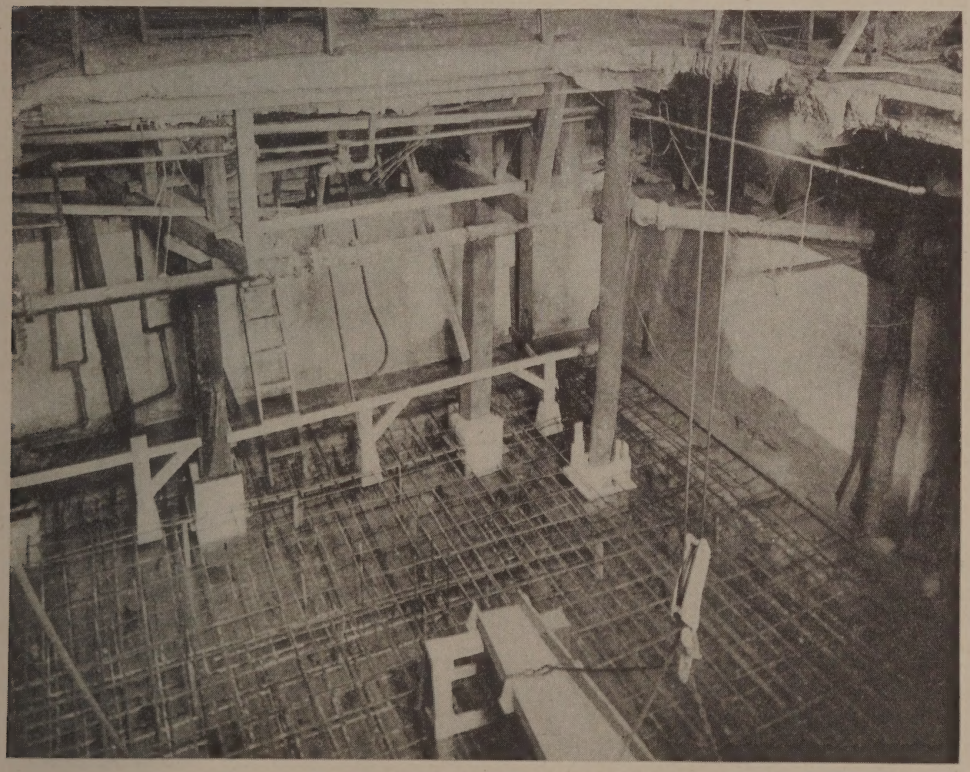
By Lewis A. Day, Resident Engineer, Charles H. Tenney & Company

As the nature of the construction work to be done and a partial description of the added equipment to be installed at this plant was given in the last issue of the magazine, this article will be more in the nature of a report of progress accompanied by a few pictures which I trust will give our readers a good idea of what we are accomplishing—for after all, it is what we do and not what we propose to do that really counts.

The construction work at the plant has gone along at a fast pace during the past month. The new retaining wall, the excavating for the basement, placing of the reinforcement and pouring of the new basement floor have all been completed with the exception of a small strip where the old retaining wall now stands. This floor is 2′6″ thick and required approximately 90 cubic yards of concrete.

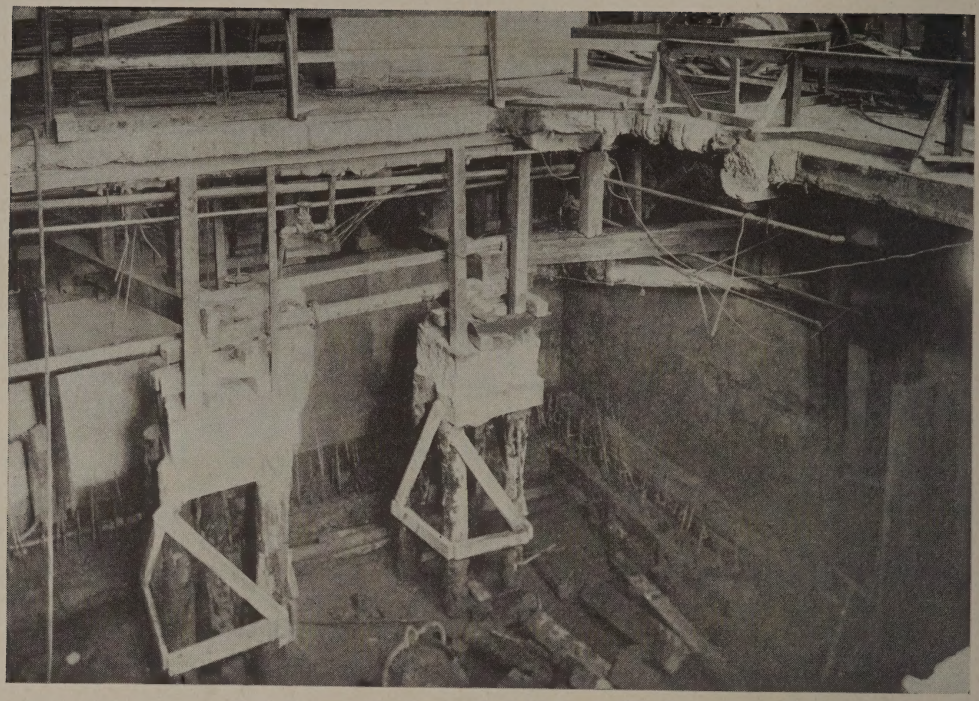
Our readers will note by the pictures that we have finally put the weight of the upper floors on single shores which will be removed later. The forms around the shores are so made that upon removal a key-way will be left in the concrete mat so that a break or leak at this point will be practically impossible.

In addition to the large amount of



Showing Progress to September 23, 1920

The reinforcing for the 2′ x 6″ concrete floor has nearly all been placed, and the spouts through which the concrete is to be poured from the steam mixer are in place



Showing Progress to September 15, 1920
Note new retaining wall and group of piles

Showing Progress of Work to September 4, 1920
Part of the concrete mat has been removed, showing granite caps on groups of piles now supporting floors and the 8″ feed water pipe line

SHOWING PROGRESS TO AUGUST 28, 1920
The greater part of the 1,000 K. W. foundation having been removed to the face of the concrete mat upon which it rested

work being done in the generating room, the work in the boiler room has been kept going at top speed.

The concrete foundation for the new economizer has been completed. The forms on the same are being left in place to retard the rapid drying out of the concrete caused by heat from the boilers below. The brick work for the economizer is nearly completed and the erectors are expected to start their work at once.

The building of the forms for the two new 750 HP Bigelow and Hornsby boilers which are to be installed has progressed finely and the form for one of these is nearly completed. The work of building forms for the foundation for the new stoker engine and the forced draft fan will be carried along at the same time, the plan being to follow the carpenters as soon as possible after the completion of their part of the work. The pouring of the reinforced concrete foundation for the new induced draft fan engine and bearings is complete with the exception of removing the forms and putting on the final finishing touches.

Several carloads of fire brick have arrived, some of which are being used on the wall back of the new economizer.

ANNUAL FIELD DAY OF THE BRISTOL & PLAINVILLE TRAMWAY COMPANY

By Willard A. Hunt

The second annual Field Day of the Bristol & Plainville Tramway Company was held September 8th, 1920, at Lake Compounce. As this event commemorates the 25th anniversary of the opening of the street railway, extra efforts were made to insure its success and the committee in charge is to be congratulated on the fine way everything was arranged.

At 11 A. M. the first unit of employees from the Railway Department, Gas Works and Power Station were served a barbecue dinner and a group photograph was taken by Mr. Lay.

At 1.30 the cars left Bristol with the main body of employees, arriving at the Lake, they were also photographed and Mr. Lay has joined the pictures in a clever manner so as to give the illusion that only one picture was taken, as can be seen by the accompanying photograph.

After this, all proceeded to the Pavilion where everyone joined in singing the Star Spangled Banner, led by Mr. A. J. Wasley. Messrs Pierce & Norton then served an elegant barbecue dinner, during which time musical selections were rendered by the Bristol Brass Corporation Band.

While the smoke rolled and the dinners set, the following program was enjoyed:

A pleasing solo was rendered by Mr. A. J. Wasley, following which the Dancing Marleys gave a unique exhibition of hard shoe dancing.

Manager G. E. Cockings then took the floor and stated that he did not intend to make a speech but would simply act in the capacity of "steerer" and said that Attorney Noble E. Pierce would talk on the subject of "How We Started a Railway 25 Years Ago." Mr. Pierce told many interesting instances relative to the trouble encountered in obtaining a charter and his part in procuring same as Chairman of the Cities and Boroughs Committee, while serving as State Senator from this district. He concluded his address by stating that in the 25 years of the railway's operation, one thing stood out prominently. It had never been proved that any employee had been guilty of negligence or carelessness, thereby causing the Company any loss. He also stated that the Company had been owned, controlled and operated by local people until the Tenney Company had assumed management and that no mistake had been made by this change.

The veteran motorman, W. J. Coughlin, then spoke on "How We Kept Her Going Ever Since." In a clear and a steady voice the silver tongued orator gave many sidelights on early happenings and stated that, of the fourteen original motormen and conductors, James E. Prior, John H. Thomas and himself were the only ones still with the road. James E. Prior has the distinction of being the first man to collect a fare on the lines of the Company, but, according to "W", there can be found no record of his ringing it up. He recalled the advent of Manager G. E. Cockings and our genial superintendent, C. C. Michael. He spoke of Mr. Michael as being "Young, Husky and full of Pep, but a little Green—he came from Boston." Ha! Ha!

We were very much pleased to have with us our President, Mr. A. B. Tenney, who was forced to leave urgent business matters in order to attend. At the close of Mr. Coughlin's speech he gave us a very interesting talk. He said that he hoped and suggested that the speeches of Mr. Pierce and Mr. Coughlin would be made a matter of record, so as to preserve material which would be interesting in the future. He spoke briefly on the subject of Group Insurance and the coal situation and enlightened us on these subjects considerably.

Following the President's address, all repaired to the outside and a ball game

Employees of the Bristol & Plainville Tramway Company—Outing, Sept. 8, 1920

was started between the Gas and Electric Departments. We were fortunate in having with us Mr. Charles Prebles and smiling Jim Durgin who acted as umpires and gave complete satisfaction. ??? At the close of the second inning, the score being 2 and 2, Mr. Roberts decided that, owing to the length of the programme, the game would have to be called. The Tug-o'-War was pulled off, the Gas Department gaining about three inches on the Electrics. They were awarded a box of cigars, but, if the belt on the anchor man on the Electrics had held, the results might have been different.

None of the original entries took part in the chariot race, which was won by W. Coughlin. His early horse racing experience and intimate acquaintance with Pop Geers, the driver, taught him to take the position which he had and kept it, and so won the race.

In the Ladies' Sports, Miss Murphy won a diary (dates, Spuddy?) for coming out ahead in the skipping rope contest. Miss LeFebvre again demonstrated her speed by winning the 50 yard dash, for which she was awarded a box of candy. Peggy Donnelly was quick and steady and so won the egg race, also and likewise a box of stationery. Miss Cockings demonstrated her ability in throwing balls and received an Eversharp pencil and in the ice cream contest, Peggy Donnelly lapped hers up first and secured an address book.

The band left before the prize waltz was put on so this event was postponed until some future date. (It is said that Dinah Mite had been brushing up on the art of dancing for a month before the barbecue, and was confident that he would cop the honors. It was a hard blow to him) P. S. Kelley, the man in the pink shirt, who won 99% of the prizes, says he wore his dancing shoes especially for the purpose of carrying off that prize himself. He says he'd rather go canoeing than dance, anyway.

In the smoking contest, Sheehan won a pipe and in the bag race Kelley won cuff links. The running broad jump was won by Gaudreau, who received two hand-knitted neckties. Gaudreau and Lugg won the three-legged race and were awarded cigar holders. Charlie Price, champion sprinter from Siberia, was awarded two pairs of silk socks for winning the 100 yard dash. The boat race had many contestants and was won by A. Pere, who received a set of cuff links and stick pin.

The pie-eating contest was the funniest event of all. Kelley won this and was given a watch chain and knife. McMahon might have won this but he stopped to chew the pie and did not discover, until half through, that berry pie can be swallowed without chewing. He would like to try it over and thinks now he has the combination to winning. Leroy Lugg might also have won if his hair hadn't become tangled in the berries.

In the bowling contest, the Pen Pushers were awarded handkerchiefs. "W" can't understand why no bowling prizes rolled his way, but, the truth is, he smashed two of the alleys with his mean balls and we had to turn his prize over to pacify the Alley Managers. (Go slow and easy, W, and be satisfied with your little 120 score.)

The billard match was not run off owing to the lateness of the hour and to the fact that no contestants appeared to go up against the Manager. The boxing match was also cancelled.

We were pleased to have with us Mr. Peter Paffen (he looks so much like Samuel Gompers in the group photograph, that we were afraid you might not recognize him) and have since learned that we would have had Mr. Kilpatrick but Kil says that his chin stopped a piece of firewood that he was breaking and laid him up. Of course, no one could doubt him but rolling pins have caused damage of this kind before and, though July 1st has come and gone, the supply is not entirely exhausted,—but we will leave it to you to judge for yourselves.

All in all, the day was one to be long remembered and can be considered a complete success.

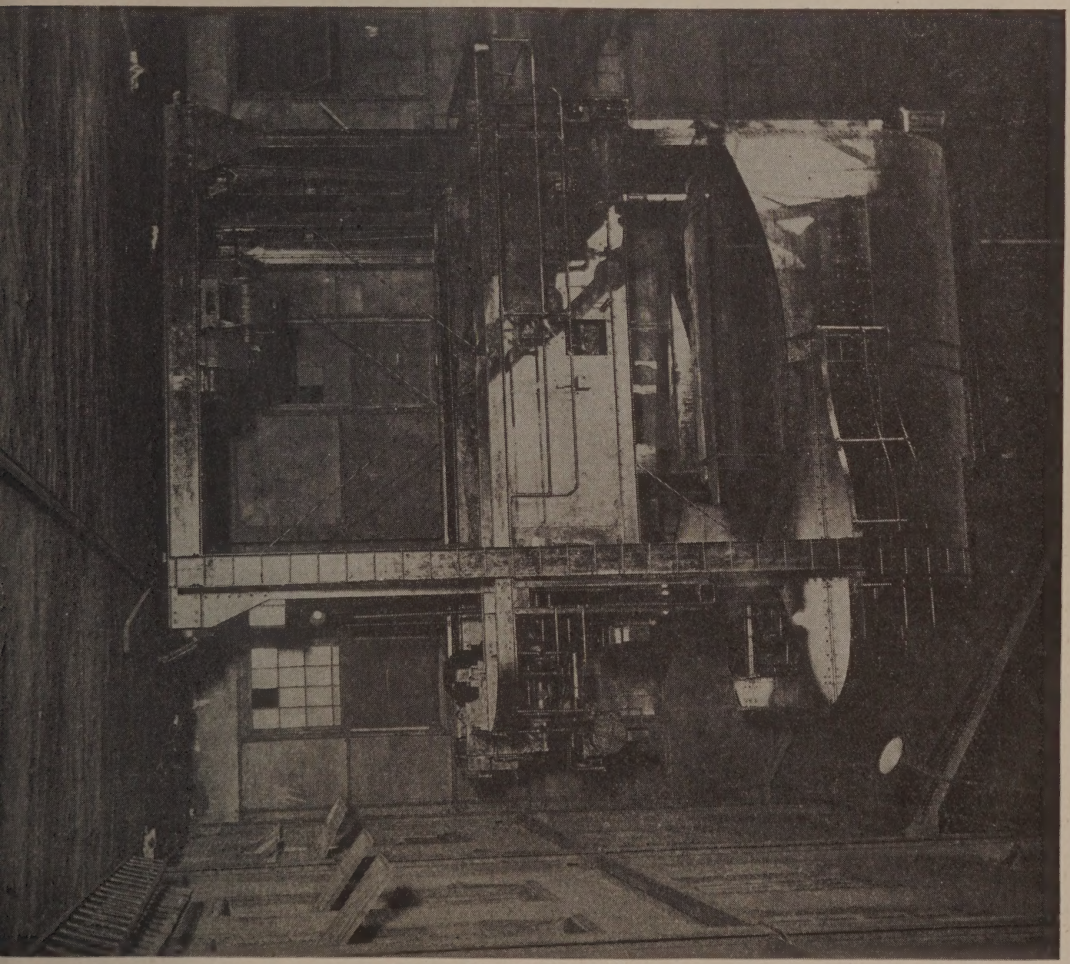
WORCESTER BENCHES

By C. O. Pratt, Ass't Supt. Worcester Gas Light Co.

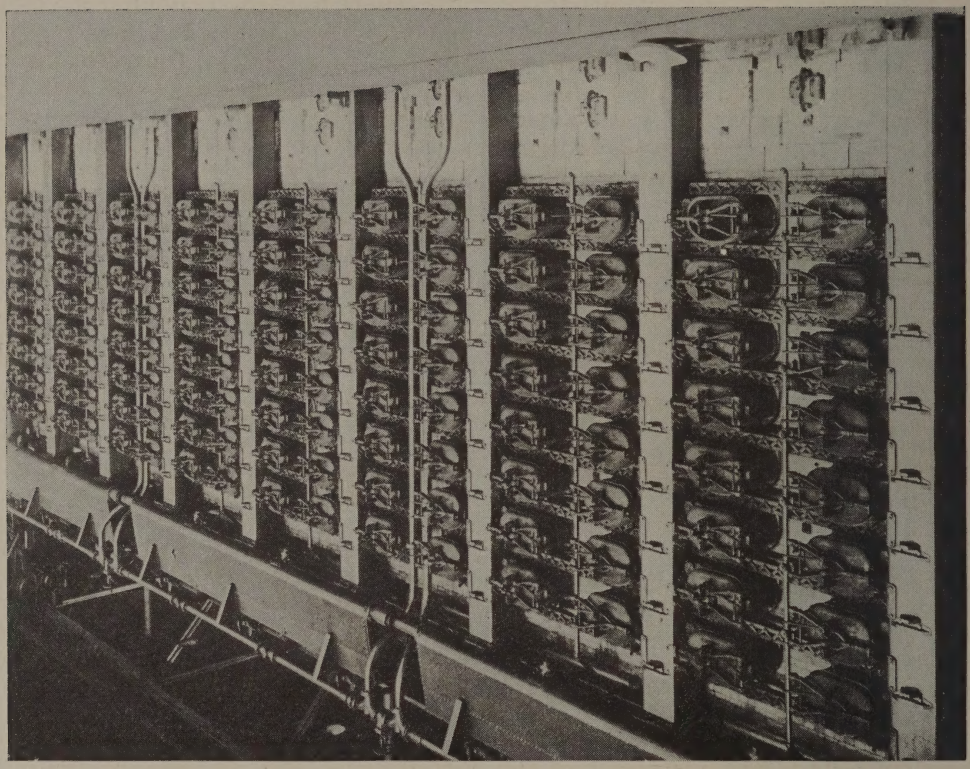
The Worcester Gas Light Company has three coal gas stacks. They are known as Stacks "A", "B" and "C" respectively. The letters not only designate the order in which they were built but also the type of setting.

The "A" Stack which was built in 1907 consists of ten benches of eight retorts each, placed four high. Each retort has its own standpipe to the hydraulic main on top of the stack. The stack also has tar towers at each end of the stack for the continuous removal of tar. The producers are twin, that is, there are two producers to each bench. The retort lids are closed by the ordinary eccentric lever. The primary air is supplied by means of pressure blower.

"B" Stack which was built in 1911 has the same number of benches and retorts as "A" but has many construction changes. Here we find the hydraulic main in the cellar. The gas is brought to it through the buckstays which are hollow and serve not



Charging Machine "C" Stack



"C" Stack

only as buckstays but also has a common standpipe for the retorts on both sides. Thus, we have eight retorts, four on each side, which are each connected directly to the buckstays by means of a short horizontal pipe. In this pipe is a quick opening and closing valve which is closed when the retort is being charged. The retort doors are different from "A" Stack in that they are hung on the cotter bar by means of springs. These springs act as an equalizer between the door and eccentric lever.

This stack has one outside producer to each bench. The motor that drives the primary air blower also from its opposite end drives the waste gas fan. The waste gas fan draws the waste heat through B & W boilers.

"C" Stack incorporates many changes from both "A" and "B" Stacks and at the same time retains many features of each. Instead of being four high as "A" and "B" are, it is eight high, having eight benches of sixteen retorts each. The retorts have the spring supported doors and hollow buckstays standpipes of "B" Stack. The hydraulic main system is a combination of both "A" and "B" since the stack has a hydraulic main on top of the stack and a cleaning out pot at the base of each buckstay. It might be well to mention here that over the top of the buckstays runs a telpher which carries a reamer for them. This is supposed to knock to the bottom whatever has collected on the side of the buckstays.

The producers are of the outside type and have the added feature of an ash conveyor, which takes the ashes from in front of the ash doors and deposits them in an overhead bin outside the building.

There is a unique cooling system for

the water that is circulated through the hydraulic mains and standpipes. It consists of two batteries of boiler tubes so connected by castings which serves as return bends that the cooling water passes from bottom to top while the cold water from the wells is sprayed over the same.

New 30" Water Gas Foul Main

The primary and waste gas fans are separate units. The primary air is drawn from the atmosphere through a humidifier and then forced through passages in the economizer where it is preheated on its way to the producer.

As one enters the charging floor of "C" house, he is apt to be confronted by a big mass of steel moving up the floor. As it gets nearer, you make out different wheels and levers. It is more than a mass of steel. It is the most intelligent piece of mechanism on the plant. It is the charging machine.

The operator may move the machine up and down the floor or elevate the scoops up or down at his heart's content but if he wishes to charge the retorts he must have it at the right elevation or the retort on the scoops will not operate. When the scoops are at the proper elevation, the scoop mechanism is unlocked. The operator opens the retort door and by operating the lever sets up a cycle whereby certain motors do their part at the proper moment. The scoops enter the retort, thus discharging the coke, turn over, depositing the coal, withdrawn from the retort, then right themselves, protecting sides drop to hold the coal in the scoop; under the machine hopper a belt conveyor deposits a determined weight of coal into the scoop; the protecting sides lift and the machine is ready for the next retort. This is all done by one movement of a lever by the operator.

This bench is now being heated up and before long will be making gas for Worcester.

"TENNEY SERVICE"

By Jasper M. Gibson, Manager New Business Department, Charles H. Tenney & Company

Some years ago the public mind
Was justly filled with thoughts unkind
Toward Gas and 'lectric companies.
Received they from "Utilities"
"Rotten Service."

In those old days it was no use
Complaints to make, to cry for "juice."
The gas man too went his own gait
The customers were forced to take
Any old Service.

Our leaders saw in future days
Disaster'd come from selfish ways.
"To serve the public just and right
We'll try to give with all our might,
Better Service."

With keen foresight, with vision true,
They issued orders what to do.
"With customers by whom we live
Co-operate and to them give
Best of Service."

"Their int'rests are our chief concern
From them respect 'tis best to earn,
Our aims, their needs must harmonize
For only then before us lies
Perfect Service."

Not once impatience did beset
The courtesies kind thoughts beget.
Public servants they proved indeed,
Steadfastly holding to the creed—
Human Service.

The public learned as time went by,
Where "Tenney" was they could rely
To all complaints response obtain;
Then changed abuse to glad refrain:
"This is Service."

Beginning small, their int'rests few,
Remarkable the way they grew;
'Till now some thirty cities share
The benefits derived from their
Successful Service.

Conviction theirs, and courage too;
They built success that's gained by few;
"To others do as would'st—to you,"
A maxim made and given to
TENNEY SERVICE.

THE GOOD WILL VALUE OF AN EFFICIENT ACCOUNTING ORGANIZATION

By Isaac S. Hall, Auditor, Charles H. Tenney & Company

(Read before the New England Section of the N. E. L. A. Convention at Kineo, Maine, Sept. 15th, 1920)

The subject of Service, concerning which there has been so much said of late, is of vast importance to the world in general. The problem is not one peculiar alone to public utilities, but must be dealt with wherever there is human contact on the basis of employer and employee or buyer and seller. So much is our daily life tied up with business relations of some sort that Service, the right application of one's duty, has become a very close indication of internal conditions in a community, so much controlled is it by the human element.

It would be useless, however, to treat with this subject as it applies to a nation. It is altogether one which must embrace too much in the way of generalities which ever way treated. If each one of us strives for betterment in his particular fields, general improvement is assured.

Service governed as it is by the human element, exercises through organization a tremendous bearing on the value of Good Will. Good Will is measured largely by Service. The kind of Service you give bespeaks the morale and capacity of your personnel. What application have these generalities to the sphere of our own activities — accounting, particularly customers' accounting, embracing billing, bookkeeping, meter reading and collecting?

It is the intention of this paper to deal briefly with that angle of the subject with the hope of fixing in your minds one or two thoughts which might help to handle the particular Service problems with which you are confronted.

There is no phase of an electric or gas utilities business which offers so continuous and complete a contact with its customers as the Commercial Accounting branch. The meter reader has a personal contact which recurs month after month; the office an impersonal touch through the medium of its bills month after month, and the collectors a scattered contact of more or less recurrence with certain customers.

These continuous connections with the public indicate the necessity of giving close attention to the Accounting Department organization from the standpoint of Service and Good Will alone. A customer is likely to form his opinion of the company as a whole, from the conduct of a single meter reader, from the manner in which his account is handled or from other single instances of contact with an employee. The average customer has no dealings with the company except only so far as his meter reading and bill are concerned. His Good Will is either gained or lost by the way in which the employee handles these points of contact. When one considers the many lines of communication extending between the Accounting Department and the customers, the importance of its organization in the matter of Good Will is evident.

For Good Will is as the Service, — the Service depends upon the organization — the organization is merely the sum of its integral parts — a collection of individuals forming a personnel — and the personnel finally reflects the management.

Any good management recognizes the value, the very necessity of the public's good feeling, but it may not have occurred to them that the Accounting Department was anything but a collection of bookkeepers The potential service value of clerks and meter readers may have been overlooked or at least not seriously considered To illustrate how much depends on the service this class of employes renders, there ought to be mentioned as a glaring example of neglect in the matter of the personnel of

this important phase of management, the case of the Chicago Gas Company, now more or less ancient as to history but still of value in its lessons.

It appears that in the early part of 1918 there was a complete breakdown in efficiency by this company in the matters of meter readings, billing, adjustments, bookkeeping, courteous treatment of customers and service in general, indicating that there was something radically wrong with the organization. Acting upon numerous complaints by the public, the Commission ordered an investigation and hearing. The results of this investigation and the attitude of the Public Service Commission are best expressed by excerpts from the order in the case.

"No doubt the company suffered embarrassment in constant "turnover" of its employees during the period of four months or more from June 1, 1918, in the meter reading, bookkeeping, and adjustment departments; but the Commission is of the opinion that the cause of the complete breakdown in the service during said period is to be found in the executive department of its organization, and that the company will not merit, regain, nor secure the good will of its consumers until a radical reform shall have been accomplished in that department. The unavoidable inference from the record is that the executive officers themselves have been lacking in the proper conception of the duties of the company to the public served by it, and that they have not been sufficiently impressed with the value of the good will of gas consumers as an asset of the company. The Commission is of the opinion that, until the officers of the executive department themselves shall acquire a different conception of the duties the company owes the public and of the rights of its consumers, there will be no material improvement in the attitude of employes in the meter reading and adjustment departments toward those of the consumers with whom such employes come in direct contact. The conception and attitude of the controlling officers, of duty to, and consideration for, consumers, will be reflected throughout the organization. Hence, the imperative necessity for reform in these matters in the executive department. The handling of complaints of all kinds is too much a matter of routine, and the employees engaged in this part of the work come to regard complaints merely as a matter of the company's routine, and handle them by routine methods in much the same manner that material is passed through the stock room. With the consumer, however, a complaint is not a routine matter, but a real grievance. The company evidently regards complaints as lacking the element of individuality, while from the consumer's viewpoint each complaint has a very distinct individuality and stands out in his or her mind as something which merits serious attention. This, viewpoint of the consumer must be kept constantly in mind." . . . "The Commission is of the opinion that the Company should not be relieved of the responsibility of reforming its organization, along the lines hereinbefore suggested, of selecting, training, disciplining, and directing its employees, but that it should continue to assume such responsibility and be held to a strict accountability for the furnishing of adequate service and fair and courteous treatment of its consumers. It is essential that in the future the company employs a different and higher grade of employees than many who have served it in the meter reading, bookkeeping, and adjustment departments." . . .

"The Commission in this connection reminds the company that a rate which is reasonable for adequate service rendered in recognition of the just rights of consumers may be regarded as unreasonable when rendered in the spirit and attitude towards consumers and under the conditions and circumstances of the six months, beginning June 1, 1918." . . .

OUR KINDERGARTEN

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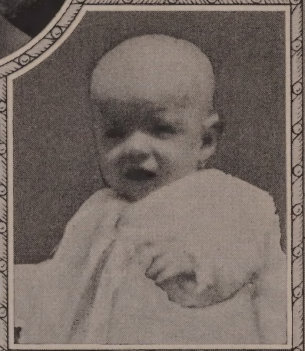
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1. Marjorie, 2. Lincoln, 3. Stuart, } Manager Paige's Children of Worcester

4. Edmund E., Storekeeper Thurston's son, Exeter
5. Superintendent Scott's daughter, Elizabeth G., of Exeter
6. Vernon Edwin Amazeen, of Exeter
7. Richard Alexander (future Boston Office Manager)
8. Twins from Exeter—sons of Geo. D. Keller
9. Another Amazeen, Richard Franklin, son of C. A. Amazeen, Lineman
10. Daughters of W. T. Finneran, of Worcester, Elizabeth and Mary

The results of this breakdown in service were so obviously against the public welfare that to remedy one phase of it the Illinois legislature passed a bill, making it a crime to estimate readings of consumers' meters. There have already been convictions under this law, indicating the seriousness with which the community regards the offense.

These interesting facts are mentioned by way of warning against a negative policy affecting the make-up of the accounting organization

Assuming that we are all keen for the customers' good opinion, what should we do in the way of good organization to provide the personnel to furnish the Service which gets and keeps Good Will? I should say that there were three important phases in the development of a Service producing Accounting Department, — Selection, Education and Reward.

There has been a great deal of good material put out on the subject of Selection of the right man for the right place and I do not wish to burden you with something you can readily find out all about from one of the many good papers on this subject. I merely urge careful Selection from applicants for jobs of maintaining the customers' contact.

Education and training are gaining considerable ground in business of late, as essentials in successful organization. Employees should be encouraged to increase their business worth by outside study. Mere encouragement of a general nature is not enough. Discretion and judgment should be exercised in directing an employee's education. It is an unfortunate thing to encourage an individual in wrong directions and have him experience the resulting pains of failure. He should be trained along the lines of his ability. This may be a difficult thing to ascertain at certain stages in his career. But the aptitudes and general prehensile attributes of the employee can at least be considered and advice given which will tend to develop his natural capacities. The company should be willing to assume at least a part of the cost of tuition in event of successful completion of the courses undertaken. In case such education or training is compulsory even actively urged upon the personnel some of it should be undertaken during working hours. One phase of this matter which should not be overlooked is that outside study calls upon an employee's reserve force and should not be indulged in to an extent that his present efficiency suffers to the advantage of his future. These points are brought out merely to demonstrate that the development of the working force is a serious problem and calls for a great deal of judgment if the right kind of results is to be obtained. The main thing is to encourage and develop an employee within his capacity. This should not, however, be carried so far as to result in an unsuccessful, disappointed product of a perfectly good policy if handled with discernment. In dwelling particularly upon the development of the employee by outside study it is assumed that everyone is following the general principles of inside development by means of conferences, periodical meetings with employees of a class, for the purpose of discussing improvements. Such a plan is a great value in an employee's education. Whatever course of improvement is recommended should, it goes without saying, have a direct bearing on the Service the individual renders in his capacity as an employee.

Now as to Reward. There are two phases of this essential in Service development. One is compensation by way of wages, the other is promotion. The latter following in a logical manner directly after the discussion of Education and Training will be disposed of first. To my mind there is no greater stimulus to Service development than to have the employees know that their efforts are in the limelight and that good results are going to be recognized by promotion to higher grades of work. The ability of

an organization to answer satisfactorily an applicant's question: "What chance have I to advance?" is of tremendous value. It permits the company to occupy a strategic position in selecting its personnel. Such a position is not altogether an easy one to attain. It calls for much planning, sensing the employee's point of view and a careful estimate of respective abilities. Square holes must be found for the square pegs and round ones for the round pegs. It's a grave mistake to discharge an employee who does not fit on his job when the conscientious effort is there, without first trying him out along other lines. To make successful a self-admitted failure is to add another vertebra to the backbone of your organization. The promotion phase of Reward, vital to permanency of Good Service, is a big enough job for the best you have.

The other part of the Reward phase of organization development which is to deliver the goods of a quality to bring us Good Will is that of pay. By pay is meant a just compensation for service rendered. The measure of the value of this service is largely in the hands of the management and is uninfluenced by collective pressure. Possibly some of the points brought out in this discussion may help in determining more satisfactorily the power these accounting employees hold in making and sustaining a utility's good reputation. All other efforts in organization development are futile unless the money compensation is adequate and commensurate with the quality and character of the services rendered. Some one here is saying "That's all right for the companies that can afford it." My answer is this, that any manager who really wants to conduct a successful public utility has two fundamentals to observe: To sell a product and to sell a Service, and they both must be good, for even if one is good and the other poor, failure is certain. You cannot have a good product unless you buy good materials, and you cannot buy good materials unless you pay for them. Neither can you deliver good Service unless you have a good organization to work with, and you cannot have that good organization unless you pay for it. The public utility has a twofold responsibility, a duty to the public and a duty to the stockholders. Neither duty can be successfully performed until the requisite of a good organization, that is, proper compensation to attract and hold the right people, is satisfied. If the public want good Service, if the stockholders want their investment earnings, the machinery of a good organization must be provided. The public must contribute through adequate rates. The owners or stockholders deal with the problem through their managers.

Summing up these ideas in a closing paragraph — whatever we can do to check the world wide tendency of failing Service we should do at once. The Good Will Value of our own Service is far too great not to be watched over and improved in every way possible. The organization holds the key to the situation. Let us choose and train it with care and reward its efforts justly.

TENNEY SERVICE ACTIVITIES IN THE NATIONAL ELECTRIC LIGHT ASSOCIATION

The twelfth annual Convention of the New England Section of the National Electric Light Association held at Kineo, Maine, September 13th to 16th, inclusive, was well attended. Over four hundred and fifty electrical men and their guests from all over New England gathered for three full days' sessions, dealing with topics of tremendous interest.

A good representation from the Ten-

Messrs. Hurn, Scott, Ball, Day

ney Companies did their part in making the Convention a success. The Engineering Manager of Charles H. Tenney & Company, C. R. Hayes, presided at the Convention, he having the honor of the presidency of the New England Section this year. A most interesting and well-rounded program had been developed and every session had a head-liner that served to bring out a good attendance. At the conclusion of the Executive session of the Convention, it was definitely voted and duly recorded that this Convention was the most interesting and successful in the history of the New England Section.

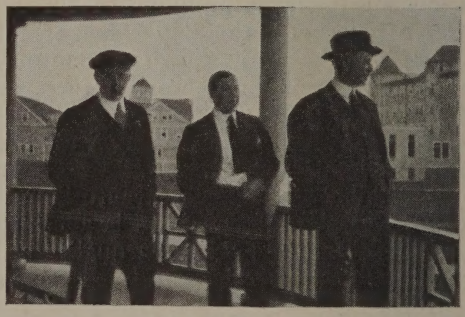
Mr. H. T. Sands, who has been appointed chairman of the Public Relations Section for New England, presided at the Public Policy Session. The addresses at this session were perhaps the most important of any, and Mr. Sands lived up to his reputation as an accomplished toastmaster on this occasion.

The Vice-President of the National Association, Mr. M. R. Bump, and Executive Manager M. H. Aylesworth, of the N. E. L. A., both gave exceptionally fine addresses, and they certainly impressed everyone with the idea that the N. E. L. A. is now "getting its stride" and is out to do real, tangible work of the greatest value and importance to every electric company in the country. They pointed out, too, that the New England Division was looked upon as the banner Geographic Division of the country and a real leader in the N. E. L. A.

Judge Cleaves, Chairman of the Public Utilities Commission of the State of Maine, gave us all an insight into the workings and theories dealing with the regulation of utilities. His address was received with tremendous applause.

The financing of utilities was exceedingly well discussed by Mr. William E. Stannard, of Spencer Trask & Co., of Boston.

Throughout the Convention, the dancing parties were under the charge of Mr. F. L. Ball, Manager of Fitchburg Gas &



On the Veranda
Messrs. Hurn, Alexander, Baxter

Electric Light Company. At no Convention previously have the dancing parties been enjoyed more than was the case this year. Mr. Ball was quite at home, and appeared to be enjoying himself along with the rest.

President Hayes was congratulated repeatedly upon having succeeded in arranging for having the Super-Power Sur-

EXCLUSIVE CARTOONS OF NATIONAL ELECTRIC LIGHT ASSOCIATION

MT KINEO CONVENTION 1920!

DRAWN EXPRESSLY FOR THE TENNEY SERVICE MAGAZINE BY LARRY KARR

F. L. BALL 2nd prize — SILVER PENCIL

At 7:30 one morning the chamber-maid caught the boys unawares. — GOOD-MORNING

THE RIOT in the TENNEY COTTAGE WHEN—

THE MAID SURPRISED THE BOYS

Ladies were in demand at the many social events

NEXT TIME The boys are going to bring their wives and sweethearts along

E. A. HARRIS 1st PRIZE — POKER SET

Great LUCK! Got any?

The PAPERS

MR SANDS was Chairman of the Public Policy Committee

He also took part in the discussion on the exploiting of the ELECTRIC RANGE

AND DISCUSSIONS

"The Cottage" The Tenney Service stronghold at the Mt Kineo Convention it certainly was a nice roomy and convenient home —

Fishing on Moosehead Lake had no thrills for the two TENNEY fisherman. BAXTER AND TALLMAN. The only bites they got were 'SKEETERS.

Dancing and card playing was the regular evening recreation during the week

Where's Geo. Horn? none of given up and gone back

No! There he is at the second hole

He's some golfer! You BET

HEY!

Below! There getting Cy Barnes rattled — Look out!

J.T. Day — discussing the papers

IZIZ ISH ISH STOP SH! SH! SH! SH! SH!

Here's Joshua Day in his favorite pose. Some Poise!

TELL HIM GEORGE I'VE LOST MY NERVE

ALL WE NEED NOW IS A COUPLE OF GOOD TENORS

Here is Geo Horn yelling for all his might "Hey! for the boys to Look out! George could not get onto that parlance of a golfer yelling "FORE!"

FORE!

How did "Ned" Harris and F. L. Ball win prizes? —ans— P. M. Scott was caddy and score Keeper for The boys

ON THE LINKS.

MR ALEXANDER'S DIET FOR ONE DAY

LEW CIBBS BOSTON EDISON DID NOT KNOW THAT TENNEY SERVICE HAD SUCH TALENTED MEN AS HURN, TALLMAN AND ALEXANDER

LIGHTS — HELP! — POLICE — FIRE — WATER! — LIGHTS! — A SHORT CIRCUIT IN THE TRAIN CAUSED A GOOD DEAL OF EXCITEMENT

This is when MR Ball recovered from his sickness.

HOMEWARD BOUND!

A FROG IN THE BED

COMEDY — DRAMA.

MR BARNES ONE EVE TOOK A RIDE IN A BOAT TO SEE IF HE COULD GET SOME

PERUNA - HE LEFT THE BOYS ALL ALONE THEY THOUGHT FISHING WOULD

BE GOOD SPORT. THE FISH WERE HARD TO GET. A FROG WAS THE ONLY

TROPHY OF THE EVENT SO THE BOYS PLAYED A LITTLE JOKE ON MR BARNES BY

PUTTING A SLIMY FROG IN HIS BED. DID YOU EVER PUT YOUR FEET ON ONE?

WELL TO MAKE A LONG STORY SHORT—CY PUT IT IN MR TALLMAN'S AND GOT EVEN.

LARRY KARR

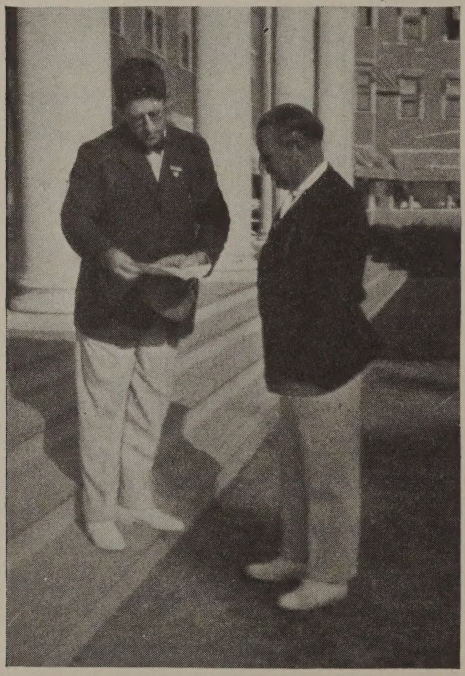
At this same fireplace the fellows got together evenings and had their famous "sings"

PIRIES, of N.E.L.A. MR C. R. HAYES

A "Ball" game.

vey plans and progress presented at the Convention by Mr. W. S. Murray. Every company in New England may ultimately be affected by this great project that is now being studied. It was surely a happy thought to have Mr. Murray at Kineo that everyone might have a first-hand view of the proposition direct from this eminent engineer, who is now charged with the responsibility of getting together all the facts.

The Accounting Session was better attended that has been the case for many a year. G. W. Hurn, Manager of Haver-



President Hayes (Left) Receiving Advance Information From the Chairman of the Nominating Committee

hill Electric Company, as Chairman of the Accounting Section in New England, was responsible for the program. He is certainly to be congratulated on the selection of speakers and the general interest taken in matters relating to accounting.

Perhaps the most interesting paper at the session was read by Mr. C. N. Alexander in behalf of Mr. I. S. Hall, Auditor for the Tenney Companies. The paper was entitled "The Good Will Value of an Efficient Accounting Organization," and the discussion was most interesting.

The Technical Session was presided over by President Hayes, who introduced representatives of the National Technical Section to take up the discussion of several of the National Committee Reports, which were given in abstract. The reports covered were Prime Movers, Electrical Apparatus, Overhead System and Underground System. The idea of having the National Reports presented in just this manner at a Geographic Division Convention is new. The discussion was spontaneous and very helpful, and several of the Tenney Managers got into the discussion. The general reports as to the success of this particular session have been relayed to Mr. I. E. Moulthrop, Chairman of the National Technical Section, and we are told that the same method is to be adopted throughout the country at the other Geographic Division Conventions.

The big day at the Convention always has been staged by the Commercial Section Committee. This year was no exception, and here, too, Tenney men were in evidence. The reports by Cyrus Barnes on Merchandising, J. T. Day on Relations with the Contractor, Jobber and Manufacturer, and V. M. F. Tallman on Industrial Power were the features of the program.

Through the efforts of Mr. Barnes, a most interesting talk by Mr. G. M. Guest of Jordan Marsh was made possible. The subject was the Fundamentals of Good Merchandising. It was made clear that the Central Station Appliance Store must get down to first principles in selling. Real merchandizers are now coming into the field. It was pointed out, too, that the opportunity for a favorable contact with the Utilities' customers by means of the sale of appliances was something of incalculable value, and which is a vital element in the successful operation of a utility. Mr. Barnes led the discussion on Merchandising.

When it comes to talking about *Power*, just call for Tallman. Optimism is his middle name, even though it may not be evident in his several initials—V. M. F. Perhaps, however, they do signify **V**ery **M**any **F**acts. At any rate, if any one at

the Power Session had any doubts as to the many uses of electricity for industrial purposes, they were dispelled by the cracker-jack paper presented by Mr. Tallman. He certainly measured up to Tenney Standards.

So much for the Convention with a Tenney man as President to guide it. It's all over, and now he is only an Ex-President. Other Tenney men have been honored as President of the New England Section. Mr. S. F. Smith, Manager of Salem Electric Lighting Company, was

"Cap'n" Ball
See the smile of a prize-winner

the first President eleven years ago, and more recently Mr. H. T. Sands in 1912 filled the position with distinction.

Next year the Tenney Companies will be well represented on the Executive Committee, as follows: C. R. Hayes, as Retiring President; H. T. Sands, as Chairman of Public Relations Section, and V. M. F. Tallman, as Chairman, Commercial Section. In addition, Cyrus Barnes has been appointed Chairman of the Merchandising Bureau. All the above positions carry membership on the corresponding National Committee, which altogether is very much worth while and of great benefit to our various companies.

It has been apparent during the past year that things were stirring in N. E. L. A. circles. The National Association has been thoroughly reorganized, and is now well under way on a program of larger activities of service to Member companies. A greater degree of co-operation from Member companies is essential if big things—the important things—are to be realized. The Tenney Management is fully alive to what is under way, and apparently is willing to place its men at the disposal of the N. E. L. A. Tenney men are to be congratulated that they have these opportunities to get into the current of affairs in this industry.

It has fallen to C. R. Hayes, as President, to guide the New England Division through this year of reorganization of the National Association. That the New England Division has not fallen by the wayside is clearly evident if the expressions by the officials of the National Association are to be taken at face value. Executive Manager Aylesworth writes and says that the first Geographic Division Constitution to be adopted and approved by the National Executive Committee is that of the New England Division, and also that they expect to use this constitution as a model for the other twelve Divisions throughout the country.

The officers and Executive Committee of the New England Division are the leading men in the industry of New England. The task has been to see that men of large affairs in our industry were prevailed upon to become interested and active in N. E. L. A. affairs. With the new officers now chosen, it would seem that the New England Division is ready to do its part in putting the National program through in New England.

The Tenney men are ready, as always, to do their part, and we can all be assured that many of them will be found in positions of prominence and responsibility.

APPLIANCE SALES COMPARISONS — AUGUST

ALL DOLLARS

	GAS		ELECTRIC	
	Aug., 1919	Aug., 1920	Aug., 1919	Aug., 1920
The Bristol & Plainville Tramway Co.	1,032	533	1,108	510
Concord Electric Co. (No. Appl. Store)				
Exeter & Hampton Electric Co.....			650	782
Fitchburg Gas & Electric Light Co...	1,444	2,391	1,832	4,800
Haverhill Electric Company.....			1,008	1,657
Malden Electric Company			5,864	9,250
Malden & Melrose Gas Light Co.....	1,031	11,128		
Montpelier & Barre Lt. & Power Co..			1,782	2,204
Peoples Gas & Electric Company....	306	253	402	109
Suburban Gas & Electric Company..	22	721	103	1,107
Rockland Light & Power Company..	227	467	1,283	1,274
Salem Electric Lighting Company...			1,081	1,166
Springfield Gas Light Company	5,300	9,864		
Worcester Gas Light Company.....	5,824	7,040		
	15,186	32,397	15,113	22,859

Increase Gas Sales 113%

Increase Electric Sales 51%

TENNEYGRAMS

THE BRISTOL & PLAINVILLE TRAMWAY CO.

Mr. Chas. Prebles who has been in Bristol for some time inspecting electric line construction, has returned to Boston. During the last few days of his stay here, he entertained as his guest Mrs. Chas. C. Prebles.

Miss Irene Carroll returned from a weeks' vacation spent at Ocean Beach. Judging from the abundance of mail which comes from New London regularly, it is safe to state that she had a most delightful visit.

Rene Lupien of our gas department returned from a very enjoyable trip to Northern New York and Canada.

Miss Cecile O'Connell has just returned from a two weeks vacation spent in the vicinity of Lake Placid. Contrary to the general rule of vacations, Miss O'Connell lost considerable weight during her stay in the mountains.

Willard A. Hunt, our genial storekeeper, has just returned from a trip to New York City.

Mr. Earle Frederick Buker of the Rights of Way Department, Boston Office, is now making up maps and records of the gas distribution lines.

Miss Izola Markham has resigned her position as telephone operator of this Company and has left for Texas. We all miss her cheerful voice at the switch-

EXETER & HAMPTON ELECTRIC COMPANY

Miss Myrtle Brewster, Correspondent

The Exeter & Hampton Electric Co. must surely have a big black mark against its name for being so delinquent with its new items. We admit that we have neglected our Tenney Editor to a certain extent but by a good cause, striving to make the best even better by steadily increasing the profits of our Plant. We have been pressed with work all summer especially during the Beach season and feel well repaid for our extra efforts.

Many interesting things have happened during the past few months which have been brought to the writer's attention only to be laid one side while the rush was on.

At the present time several of our employees are enjoying their vacations. Miss Smart, of the office force is now starting on her second week. Our Meter Reader, Appliance Manager and Storekeeper are to begin theirs this coming week. It seems impossible to even put "Tyte" out of the office. He persists in answering roll call every morning only to be informed of more trouble calls.

Our Beach office has closed having had an extra busy season. Miss Rogers is now in the Exeter office while Miss Smart is away.

Carnival Week at Hampton Beach was quite a success this year in spite of the bad weather the first few days. The Exeter & Hampton Elec. Co. was well represented in all the different features

HAMPTON BEACH OFFICE

of the Carnival as the accompanying photograph will show.

"Cy" Keller, one of our expert linemen is slowly recovering from injuries received by a fall from the Line car. We surely will be glad to welcome "Cy" back again.

Trouble call recently received at our office: "Investigate trouble with electric meter, customer thinks it is leaking."

Lost: The old Stand By, in other words, Capt's pipe. Finder please return to the E. & H. Elec. Co. at once and receive suitable reward.

The Electric Contractors have been very busy this fall wiring many houses in town. We have connected about 1500 sockets in two of the Academy dormitories besides several other buildings belonging to the Academy.

We have also connected about 75 sockets in one of the County Buildings.

FITCHBURG GAS & ELECTRIC LIGHT COMPANY

E. B. FLAHERTY, Correspondent

At the Fitchburg Fair, September 10-15th, the Fitchburg Gas & Electric Light Co., was awarded the gold prize for the most attractive display.

The Fitchburg Yarn Co., and the Grant Yarn Co., have reopened their mills after the shutdown of several weeks.

Miss Gertrude Wheeler has entered our employ as teller, succeeding Miss Rena Stebbins, who has resigned.

Eddie Ryan is enjoying his first vacation since he was married. Eddie has been promising to burn up Broadway for the past eight years.

Joseph Coughlin, formerly a meter reader and more recently assistant storekeeper has been transferred to the main office as invoice and stock record clerk.

His place at the work has been taken by Joseph McCue.

Our coal supply is more encouraging now than it has been any time for the past twelve months.

The work of changing our 6500 prepayment meters has been completed. This work started August 4, and finished September 1. We were greatly hampered by the lack of gears. Approximately fifteen days were required.

Collectors on the prepayment meters have found it rather difficult but as a general rule, the people have met us half way.

We have signed the Fitchburg Duck Mills for a 50 horse-power load for their night work. This installation displaces a hydro steam plant.

All of our Ford trucks have been thoroughly overhauled and painted. This work was done by our garage man, Mr. Charles Gorham. No need to say that Charlie has the welfare of the Company in mind.

The output at the Electric Station for August increased 12.65%, over the previous month.

We have filed a rate schedule for an increase of 1 cent per K.W., and an increase of power rates to be based on the prevailing cost of coal and materials.

Mgr. F. L. Ball has appointed a committee to make an inspection of various departments. These inspections are to be made as nearly in a similar manner as made by Mr. Bliss. The reports are to be turned in not later than October 15.

Mr. Oscar Griffin is the new works clerk succeeding Mr. Wallace, who has returned to college.

All the iron work at the plant has been given a coat of paint.

The campaign of semi-indirect lighting fixtures and Thrift gas heaters conducted by the Welsbach Co., is making very good progress. To date, 142 Fixtures and 75 heaters have been sold, and over 300 demonstrations. We expect that the total number of sales will be 500.

Our gas output for August was 22,387,000 cubic feet. The increase of 9.34% over the same period of last year.

HAVERHILL ELECTRIC CO.

I. C. Wilkins, Correspondent

Mr. Geo. Watson has returned from a two weeks vacation at Suncook Pond, Barnstead, N. H. He reports an exciting engagement with a large black bass, and, sorry to say, the bass made his escape.

Mr. Eugene Warren, of the Line Department, is at the Hale Hospital, having received a bad fall from a tree and broken his ankle.

Miss Eva Girard has returned from a pleasant vacation at Hampton Beach, N. H., having attained an excellent coat of tan at this resort.

Mr. Walter Holt received a painful cut on the head several days ago from a broken overhead track.

Miss Mildred LaCroix spent an enjoyable vacation at Lake Attitash.

Mgr. G. W. Hurn spent several days at Kineo, Maine, attending the N. E. L. A. Convention.

Alterations have commenced at our office building which will take several months to complete. The floor space on the first floor will be nearly doubled and will provide much needed room for our Appliance Dept., and a larger and better office for Manager Hurn.

Miss Ruth Goss has entered the employ of the company as stenographer.

THE DOUGHNUT OR THE HOLE?

Contributed by JAMES E. FRANK, Superintendent
Haverhill Electric Company

Sometimes it needs a little thought and quite a bit of ingenuity to discover the silver lining to the leaden cloud, to find a way to use the wind that seems to be so ill that it is on the point of death. But it's always there, and the length of time which it takes to locate it depends upon which of the "Mism" glasses one uses—"Pessi" or "Opti."

"What's the use of trying to stimulate business this fall?" says the dealer in shoes. "Leather is coming down, that's true. But it takes a long time for the drop to be reflected in the shoe market and, meanwhile, the higher freight rates and the constant rise in rentals will eat up much of the drop."

"Yes, prices may remain high," declares another dealer in the same line. "As a result, the public may not buy so many; pairs of winter spats and oxfords make a sensible and purse-saving combination. Therefore, I'll concentrate on spats and capitalize my losses on other lines."

"I got caught in the sugar drop," wails a grocer. "Now I've got a lot on hand and I'll have to wait until the price goes up before I can sell it even at cost."

"What's the use in waiting?" inquired a second dealer, in the same predicament. "Why not feature sugar at the market price today — and hammer home the fact that it's the best time in the world to do home preserving, canning and the like? Then you'll clean up your stock, have ready money and make a good side-profit on the jars and fruit that you will sell."

The same thing happens all along the line. Times are "good" or "bad," according to the viewpoint of the individual. Business is booming or business is dull — depending upon whether you take the word of the Optimist, who sees the doughnut, or the Pessimist who sees the hole.

In Memoriam
of
WELLINGTON K. GRAY

A true friend
and
a loyal worker.

It is with regret that we report the death of one of our oldest employees, Wellington K. Gray, better known to everyone as "Bill." He had been with us for over eighteen years, and since the installation of the underground system in Haverhill, he had charge of the maintenance of the same.

On Sept. 17th, while working in a manhole, looking for a break which had caused trouble on one of the power circuits, in some way, a short circuit developed, and he was seriously burned about the face and arms. Although he was taken from the manhole immediately by fellow-workers outside, and rushed to the hospital, where the Ambrine treatment was applied, he was unable to withstand the shock and passed away the next afternoon. He was a friend to everyone, always cheerful and never looking on the dark side of life. His loss is indeed felt by all of his associates and fellow workers, but we may gain consolation in that he has passed to where both sides of the page are bright forever.

MALDEN ELECTRIC COMPANY

MRS. A. S. WHITE, Correspondent

Miss Gertrude Thibodeau is spending her vacation at Jaffrey, New Hampshire.

Mr. C. D. Perkins, our Office Manager, is back at his desk again after spending a pleasant vacation at Plymouth.

Mr. George Clapp, Appliance Salesman, has left for a tour of the mountains.

We hear that the Tenney Service Convention at Kineo was a "Success."

Suggestion Box

Below is a copy of a letter which has been distributed to all employees of the Malden Electric Company with the idea of securing constructive ideas from the employees. Realizing the different angles that the duties of the various employees can be looked at the management realizes the value of suggestion. We are looking forward with interest to the return of these papers and hope that many useful suggestions will be received. In asking employees for suggestions one important thing should be borne in mind—that receipt of any suggestions should be acknowledged, as nothing discourages the use of the suggestion box more than to submit a suggestion and never hear from it.

MALDEN ELECTRIC COMPANY

Suggestion Blank

To Employees:

On the reverse side of this blank you will find a summary of the kind of suggestions we would like to receive. We call special attention to those pertaining to welfare and safety devices, reduction in accident or fire hazards, reduction of costs, improvements in methods, and conveniences.

We will welcome and appreciate every suggestion not only for its value to the Company, but also as an indication of your interest in and desire to co-operate with the Company. Suggestions which are accepted and carried out will be a benefit to the Company and to the employees, individually, and collectively. If your suggestion is not carried out do not be discouraged, but remember that the Company must consider a number of factors bearing on the matter with which you possibly are not familiar.

Make one suggestion on one sheet. Every suggestion will receive an answer.

MALDEN ELECTRIC COMPANY.

Date.....

I beg to submit the following suggestion: .....

.....

.....

.....

.....

.....

.....

.....

Signature of Employee.

Suggestions:—

1. Regarding welfare and safety devices.
2. Regarding reduction in accident or fire hazards.
3. Regarding conveniences.
4. Regarding reduction of costs.
5. Regarding methods.
6. Regarding simplification of office systems, stock-keeping records, etc.
7. Regarding prevention of waste of any kind.
8. Regarding economies of every description.
9. Regarding short cuts to save time.
10. Regarding elimination of complaints of customers.
11. Regarding stimulating interest of employees in general.
12. Regarding anything expediting the Company's business.
13. Regarding anything pertaining to the Company's business.

THE SECOND ANNUAL FIELD DAY OF THE PEOPLES GAS & ELECTRIC CO.

Mrs. Katherine P. Thompson, Correspondent

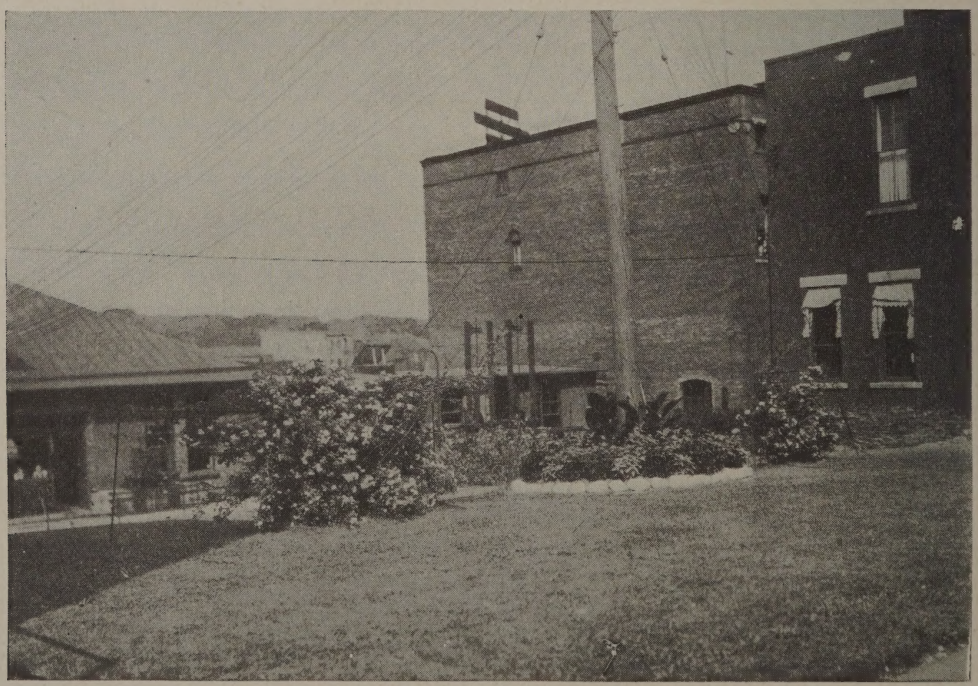
Our second and most successful Field Day was held at Ontario Lake Park on Wednesday, September 22, 1920. The really important thing of all was the ideal weather. In fact, if we had a century of days to choose from we could not have chosen a better one. Another good reason for our wonderful time was because the wives, sweethearts and husbands were invited. We all left for the park about 10.30 A. M,. some by autos and trucks and others by special street

cars hired by the Company for the occasion.

Upon arriving at the park everyone joined in the games, but of course everyone did not win the prizes. Chas. Leroy captured the prize in the hop-skip-and-jump contest and Edw. A. Keenan was the lucky one in the 200 ft. dash and broad jump, while Thos. Strong won the pipe race. Mrs. Campney, wife of the Assistant Foreman at the Gas Plant, proved to be the only athlete among the women folks. She won the prize in both the ball throwing contest and the peanut race. From appearances several of the husbands of the wives who were in the ball throwing contest need never worry about getting in the way of the rolling pin, while others would not be so lucky. Mrs. Hanley said if her husband was going to stop the ball when she threw it, why of course she simply could not have missed him no matter how far away he was. Mrs. Edward certainly should have gotten a prize for pitching curves. Her husband was nowhere near her. The fact was he was almost directly behind her and really he nearly got hit when she threw the ball. In addition to all these sports there was a ball game between the gas and electric departments in which the Electric team came out the victor with a final score of 9 to 8. You'd think that some of the boys were Babe Ruth's cousins. They were all "some" ball players.

The next number on the program was the dinner which was served by Jeff Cram, the famous chef of the Fortnightly Club. After the game we were all hungry and everyone did justice to the ham, cabbage, two kinds of potatoes, rolls, coffee, corn, pie, soft drinks, candy, cigars and cigarettes. Everyone had enough to eat. Some complained because they had too much. By the way, you should have seen Eddie Gillen eat cabbage. Mr. Borden sat next to him and he knows. As I said before the weather was ideal and of course that means warm and warm weather calls for cool drinks, and some of the party preferred Home Brew to soft drinks. We must not mention any names though.

After dinner dancing was in order and the music was furnished by an or-



Our Floral Display

chestra composed of friends of Mr. Edwards. However, a party made up of some of the young ladies in the office and some young men from the Meter Department took a joy ride. They said they had a good time and we don't doubt them a bit. One young lady remarked that she never thought a "flivver" could be the cause of such a good time. Speaking of the roller coaster, Billy Mundy was the popular man. He took several of the ladies around and with Billy they felt perfectly safe. Billy is some dancer too. We feel sure if there had been a prize quadrille, he would have been the lucky dancer. There was a prize waltz though and Mr. McBride, foreman of the St. Department, and his daughter Eleanor proved to be the best waltzers. Miss TenBroeck of the office and Mr. McCann, who was visiting Mr. Burnett from Down East, were pretty good, and "Joey" Stone's wife said they surely would have won it only for "Joey's" face. We doubt that faces have anything to do with dancing, but anyway they did very well. After the prize waltz we all insisted that Mr. McBride give us some clog dancing, in which he is proficient, and as usual he was agreeable. So after several minutes of real enjoyable entertainment we all voted Mr. McBride as some stepper.

About five o'clock the party started to break up, and as each person departed they felt that the day was one of the best they had ever spent, thanks to the kindness of Mr. Burnett, the Board of Governors, and the different committees who had the affair in charge.

We were pleased to receive a call from Mr. G. E. Cockings, manager of the Bristol and Plainville Tramway Co., on September 22, the date of our Field Day. Much regret was expressed because Mr. Cockings would not stay to enjoy the day with us, but as he was one of a touring party on its way to the Thousand Islands and other points in New York State we had to accept a promise that he would stay longer the next time.

Just because Governor Smith wore a straw hat to the State Fair why Mr. Hammer thinks he can wear his all winter, or maybe he doesn't know that Labor Day has passed. We wonder.

Speaking of vacations, Miss TenBroeck had her other week and she said she stayed home but had one good time. Mr. Keenan spent part of his week in the country and also visited the State Fair. Mr. Gillen spent his vacation at Binghamton and touring through the Adirondacks, and Mr. Hanley spent a couple of weeks at the Thousand Islands.

On September 7, 1920, a lineman employed by the Oswego River Power & Transmission Co. was electrocuted while repairing a wire near the power plant of the company in Fulton. While working on a 33,000 volt line, which he thought was dead, his foot came in contact with a guy wire that was not insulated. His death occurred instantly. Mr. Hanley of the Meter Department happened to come along just at that time, and lowered the body to the ground by means of a rope, and upon being praised for his thoughtfulness, Mr. Hanley replied that his one regret was that he had not arrived on the scene a few moments earlier as he might have been the means of saving the man's life. Moral: Always consider all wires live wires unless they have been proven otherwise.

SPRINGFIELD GAS LIGHT COMPANY

CARL M. WALKER, Correspondent

Supt. Hall and Mr. H. O. Andrew attended the American Exposition of Chemical Products in New York.

"Mitch" Russell, "Snick" Woods, "Gal" Danforth and Miss Le Fevre, the H. F.'s are looking for a frost.

Miss Galbraith has returned after spending the summer regaining her health at the seashore and mountains.

Miss Hazel Brown and Miss Doris Newton who have been "boiling over" are now fully recovered.

Miss Royce is spending her vacation

at the Fitzwilliam Tavern, N. H. She writes of having taken "some delightful walks." We are wondering who he is.

Our "Steve" is getting up a wonderful muscle these days. Ask him about the explosion at the Third National Bank.

Miss Cora Johnson is going on a vacation sometime and so is Frank Gould.

About sixty from the two offices enjoyed a sail on the Connecticut River in Captain Burgi's large motor boat the "Emilie S," on the evening of Sept. 17th. After sailing up as far as Chicopee and back again, the ship drew up at the dock of our private grove at "Spudville" and all disembarked and enjoyed a lunch and corn roast followed by dancing. The grove was prettily lighted by electric lights, the current being supplied by the batteries from the boat.

WORCESTER GAS LIGHT COMPANY

We received a card recently from George Crepeau who used to be a clerk at our Plant. George is now located in France. He promised to send us in an article for TENNEY SERVICE. Here's hoping he does.

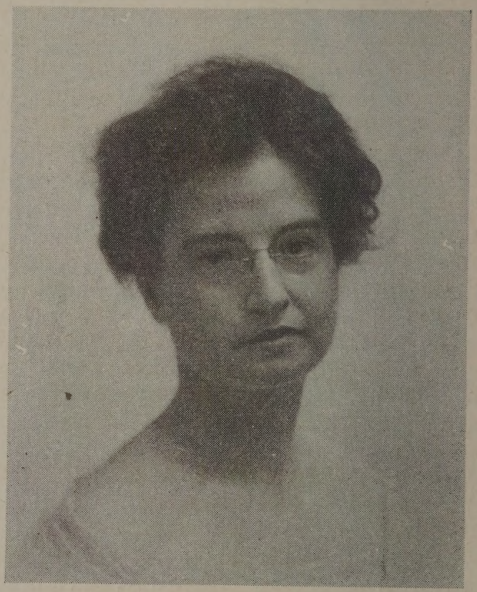
We are getting our bowlers lined up and expect to begin a Tournament soon. When we get going look out for us because we will go after you strong.

Charlie Orcutt, Storekeeper at the Works has hurled a "defy" at Jim Power of the up town office. A special match has been arranged and should be very interesting as neither of the gentlemen have ever bowled a string. Jim's rooters claims he has a slight advantage over Charlie on account of the absence of hair on the top of his (Jim's) "Pate," but Charlie's friends say that the "luxuriant Hirsute growth" on Charles upper lip will easily overcome Jim's so called advantage.

Mrs. L. Flanders has joined our Service Organization and will serve as a demonstrator in our appliance Department. Mrs. Flanders is a welcome addition to our Organization and we are all with her strong.

Miss Therese Healey is in charge of our new Switch board at the Works. Park 1421, hello! Miss Healey, Welcome to our Organization.

We have a new "Office Boy" Hugo Johnson. Hugo is some boy and we predict a bright future for him, if he "Sticks."



BERTHA V. LANE

Miss Bertha V. Lane is our switch board operator and joined our forces November 1st, 1917. Bertha is surely some operator and when she gets it, she gets it right. She has been wearing a suspicious looking ring lately and the latest bit of scandal around the office is that Bertha is engaged. We know that the post office department is kept mighty busy which caused us to suspect there was something doing. If Bertha is engaged we lose a mighty good operator and some lucky fellow gets a dandy girl.

Al Brown our Works Superintendent, is having a hard job trying to get a tele-

phone installed in his new home. Cheer up Al, you can't be "Called up" to be "Called down" until you get your "Phone."

We met "Jeff and Helen" at the New England Fair, Labor Day and they were having the time of their young lives. The first time we met was in one of the Exhibition Halls and they were loaded down with yard sticks, seed catalogues, etc. The next time we saw them they were sitting down back of the Grand Stand eating "Corn on the Cob" (Visions of Charlie Chaplin and Gail Henry). Then again we saw them doing the "Midway" Helen had a "Kewpie Doll" and a Beacon blanket and Jeff had two "Red Balloons" they were gazing with amazement at the Oriental Dancing Girls, who were on exhibition outside one of the "Side Shows." Keep it up "Jeff," all the World loves a ——— "Et. Cetera."

Miss Sullivan, stenographer for Mr. Brown, also had a good time at the Fair. Her act was eating "Waffles." She ate seventeen and then played the dolls and brought home a Baby Doll. She is going to have a picture of it taken and send it in for the Baby Page.

SUBURBAN GAS & ELECTRIC COMPANY

H. M. Frank, Correspondent

Revere Beach has closed for the winter, after a very prosperous season.

Miss Pearl Pitchard has been added to our office staff succeeding Miss Alice M. Barry.

Gertrude Dawley is back from her vacation after spending two quiet weeks at home. It certainly seems good to see Gert doing a one step into work mornings again — what do you think, Gert?

Some people certainly have it "soft" in this life. Ask Miss Elizabeth Sweeney, our little Order Clerk. It isn't *everyone* that can have a nice little flivver waiting for them noon-times outside of the office door. Elizabeth must have a pull with Henry Ford's son.

No doubt many of our readers came across Florence Chisholm's smiling countenance in the *Traveler* last evening. It must have been too much for Floss, for she didn't dare show her face this morning. Never mind, Florence, the *Traveler* doesn't accept everyone's picture.

The office force received a postal-card from Miss Alice M. Barry, our Manager's previous secretary, saying that she had arrived safely in Kentucky. Maybe it would interest our readers to know that Alice's new name is Sister Mary Annette. We know she would be greatly pleased to hear from any of the "Tenney Service" employees.

Mrs. Stevens has resumed her duties in the Winthrop Office after a very enjoyable vacation.

Agnes Carmody is spending her vacation. We don't know where Agnes is at present, but we wouldn't be at all surprised to hear she is in China. Agnes takes long trips when she travels, don't you, Agnes?

Harry M. Frank, Sales Manager, has been appointed to serve on the Luncheon Committee of the Revere Chamber of Commerce. Too bad we are not all members of the Chamber now, how about it? We'll say Harry is good-natured, especially when it comes to the e-a-t-s. We've all seen Harry with his chef's hat on at the Monthly Club Meetings, and it makes our mouths water to even think of all those delicious suppers Harry served us, when we were famished. With the re-opening of the Club later on in the year, we hope to tackle many more of Harry's suppers. (Not written by Harry Frank). Ed.

They say Gloucester by the Sea is a fine fishing center. Just ask Miss Bartosch — she'll tell you anything you'd like to know about G-l-o-u-ce-s-t-e-r. You should start earlier the next time, Marion, and maybe you'll be able to catch a few fish.

Tenney Topics

LAWRENCE S. CARR, Correspondent

Charles H. Tenney & Company have received a commission from the City of Lawrence for a survey, report and recommendation regarding a White Way system of lighting to be installed on Essex Street and Broadway, Lawrence.

A new stenographer is added to our list. Miss Doris Durant is now a member of the accounting department force.

Another new business project recently obtained by the New Business Department is the survey and report on the Exeter Manufacturing Company of Exeter, N. H. It is to cover the utilization of their steam and water power facilities.

A Notice to ALL AESTHETIC DANCERS.

To learn to shimmy. All you have to do is to ride in a flivver.

That was a really narrow escape for Mr. J. M. Gibson, Manager of the New Business Department. He was on his way to Worcester in Mr. Kinum's car when a cloudbrust covered the roadway with water. Mr. Kinum claims that he was going slow so we will have to believe him, but a big truck was encountered and the result was a few broken parts and bruises.

WHAT'S THE USE?

Weep and you're called a baby,
Laugh and you're called a fool,
Yield and you're called a coward,
Stand and you're called a mule.
Smile and they'll call you silly,
Frown and they'll call you gruff,
Put on a front like a millionaire
And some guy calls your bluff.

—*"Whiz Bang."*

Mr. C. W. Hodsdon, construction engineer of the Charles H. Tenney & Company is making a special engineering investigation and report on the Globe Silk Works, Inc. of New Haven, Conn.

Don't miss the Special Cartoon on the N. E. L. A. Convention at Mt. Kineo. All the boys report a fine time and lots of ground covered.

Keep your Liberty Bonds — they are on the way top par. He who laughs last — laughs best.

With the ever increasing demand for efficient men the Tenney System have employed Mr. H. W. Malzone as an expert car tracer. Mr. Malzone is under the direction of Mr. Jere Campbell of the Boston Office.

ONE EXAMPLE OF INTER-COMPANY RELATIONS.

Next month the TENNEY TOPICS will start a Question Box regarding the Gas and Electric Industry. Kindly send all questions addressed Tenney Topics Question Box, Boston.

We welcome Miss Majorie Thresher as stenographer in the New Business Department. We wish her the best of success in her new position.

The Tenney Times

...Our cartoon page... by Larry Karr

"A Dairy Lunch Romance"
mon cherie! mon cherie! wil you sniff me your order?
up at Montpelier
Harold? the admiral.
Miss "Jack" Frost of the Montpelier and Harvard Lt. and Pr. Co.
The Girls are looking for a place to eat their lunches in the Boston Office. WHO WILL COME TO THEIR RESCUE?
Ah! Here's Miss Bernice M. Penbrake from Montpelier. She gained 8 lbs on her vacation. Love what she wears she went
Below you'll see Fred Sawyer of SALEM, seated in Mr Tolbin's track chair. Someone said Fred broke it.
"Col" Conney Converse of Worcester.
"Conny" is a regular camera fiend. He takes his Brownie to bed etc.
HE TAKES ONE TO BED
You might to hear those nifty brown tap shoes speak a little soon.
"WHEN A FELLER NEEDS A FRIEND"
GIRLS! YOU NEVER CAN TELL
Come on in! the water's fine
Who
Sweet Kind Mamsey
A. J. Agate says that hugging "Ads" should be censored. What do you say?
the fellow in the right is Mr Cookson's chauffeur "Mike Marion" on a recent visit to Revere Beach.
EXTRA! EXTRA! EXTRA!
TENNEY TO NEARLY WIPED OUT BY ACCIDENT
THAT'S RIGHT! the entire New Business Dept
Boston Worcester Express Co
Jasper M. Gibson and M.C.F. Kunuum Road smash-up on road to Worcester last month.

THE MODERN VERSION

The man who once most wisely said:
"Be sure you're right, then go ahead"—
Might well have added this, to wit:
"Be sure you're wrong before you quit."

—*From The Electric Bulletin.*